



ITIL Lifecycle Essentials: Your Essential Guide for the ITIL Foundation Exam and Beyond

By Claire Agutter

IT Governance Publishing, United Kingdom, 2013. Paperback. Book Condition: New. 214 x 138 mm. Language: English . Brand New Book ***** Print on Demand *****.Taking you through the ITIL Foundation exam and beyond. ITIL is the best practice methodology for IT Service Management, developed by the UK government and globally adopted in both the public and private sectors. ITIL Lifecycle Essentials covers all of the vital material required for the entry-level ITIL Foundation Certificate, which gives candidates a comprehensive overview of the key elements, concepts and terminology used in the ITIL service lifecycle. The essential link between your ITIL qualification and the real-world. More than just a guide to help you pass an exam, this book also provides practical guidance for when newly qualified practitioners enter the real-world. By addressing processes and concepts not covered in the syllabus, this book guides practitioners as they go beyond Foundation level. It features practical tips on using service management, and for each process the author adds to the theory with lessons from her own real-world experience. ITIL Lifecycle Essentials is ideal for self-study candidates, training delegates and V2 Foundation Certificate holders who have not yet taken the upgraded exam. Project managers looking to...



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